

# CHAMP Technical Update

# #21

## CHAMP PMR Criteria

Version 1 (12.17.2020)

The following Technical Update provides guidance on how to track LHA CHAMP data related to CHAMP Tenant Selection PMR requirements.

### Section 1. General Guidance - Recording Data, Admin Transfers, Handling Paper Applications

#### Recording Vacancy Data

- All vacancies must be recorded in the Vacancy Reporting System within 30 days of the vacated date.
- The LHA can quickly review the number of days it took to enter a vacancy by reviewing the "Days to Enter" column in the "Vacancy Report - Current Status of Units Vacated Between Selected Dates."

Vacancy Reporting System - Admin															
Home	Manage Waiver	Unit Selection	Admin Reports	Return to Housing Apps											
Vacancy Report – Current Status of Units Vacated Between Selected Dates															
LHA:		<input type="text"/>		From Date:		<input type="text" value="1/1/2020"/>		To Date:		<input type="text" value="11/18/2020"/>		<input type="button" value="View Report"/>			
	Development	Facility	Unit	CPS Unit ID	Bedroom Size	General Condition	Vacated Date	Maintenance Ready Date	Lease Start Date	Pull List ID #	Applicant ID #	Priority	Preference	Data Entry Date	Days to Enter
1		71 SHAW AVENUE - P	P4	43481	1	Poor	10/21/2020							10/27/2020	6

#### Recording Offers and Applicant Data

- All Unit Offers must be recorded in the Vacancy Reporting System for each vacancy.
- All Housed Applicants must be recorded in the Vacancy Reporting System for each vacancy.
  - When recording Unit Offers or Housed Applicants, LHAs must include the Applicant ID and List Pull ID from CHAMP.
  - Before recording the Housed Applicant for a vacancy, the LHA should ensure the unit in the Vacancy Report System matches the unit from the Offer in CHAMP. (LHAs should not record Housed Applicants in the vacancy system until they are Housed in CHAMP.)

## Recording Administrative Transfer Data

- LHAs do not use CHAMP to house Administrative Transfers. These are handled outside of CHAMP.
- LHAs still must record the transfer in the correct vacancy in the Vacancy Reporting System.
- When recording Administrative Transfers as the occupant of a vacancy in the Vacancy Reporting System, LHAs should:
  - Enter Pull List ID #: 00000
  - Enter Application ID #:
    - Use CHAMP App ID number or control number if available
    - Use 00000 if applicant does not have CHAMP App ID number or control number
  - Enter priority of application: “Admin” **[DO NOT CHOOSE A NUMBER PRIORITY]**

## Handling Paper Applications, Written Correspondence from Applicants, and other Paper Documents

- LHAs should date/time stamp all documents received from applicants, even if documents are uploaded into CHAMP by an LHA.
  - a. LHAs do not need to date/time stamp any documents uploaded into CHAMP by the Applicant or otherwise already in CHAMP.
- We encourage LHAs to upload paper applications after they have been entered into CHAMP. Guidance on this process is provided in CHAMP Technical Update #20.

## Section 2. How to Track CHAMP PMR Progress

The following section lists each of the components of the “No findings” rating for the two CHAMP PMR criteria, followed by the steps that LHAs can take to track their progress on each component of the criteria.

### Criteria 1a. Paper applications are available.

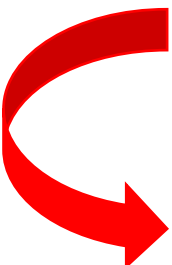
LHAs should ensure that applications are available at the LHA office for applicants to pick up and are available to be mailed upon request. LHAs should confirm that paper applications are available to applicants.

### Criteria 1b. Paper applications are date and time stamped and entered correctly (based on random sample).

LHAs can track this component of Criteria 1 by following the below steps:

1. Randomly select “new paper applications” (applications that the LHA received for applicants that were not previously in CHAMP) that were submitted to your LHA during the Fiscal Year.
2. Review the submission date/time stamp of the randomly selected “new paper applications” as recorded on the paper application itself. Date/time stamps should have been physically marked on application (e.g., stamped or written) prior to the application being uploaded to CHAMP, digitally saved at your LHA, or put into a paper file.
  - a. **If you keep paper applications in files** – refer to the paper application to find the date/time stamp.
  - b. **If you keep paper applications digitally or in CHAMP** – refer to the scanned copy of the application to find the date/time stamp.

3. Review the date/time stamp as entered into CHAMP in the Applicant History.
  - a. Do not refer to the “Paper Receipt Timestamp/Update Timestamp” in the Search Results, as this date simply reflects the latest time the CHAMP Application Form was updated which may or may not be the original submission timestamp.
  - b. Instead, review the Applicant History. Find the history event containing the following text: “Submitted Application,” entered by your housing authority



Aug. 20, 2019, 12:47 p.m.	test user	LHA Employee - Braintree Housing Authority	All housing selection timestamps backdated to 11/11/2017 10:10AM
Aug. 20, 2019, 12:47 p.m.	test user	LHA Employee - Braintree Housing Authority	Submitted Application

- c. Note when this history event occurred at your housing authority (date and time).
- d. Then look for the history event that occurred at the same time as the “Submitted Application” history event that contains the following text: “All housing selection timestamps backdated to ...”
  - i. The date/timestamp that follows this text will reflect the Submission date/timestamp that your LHA entered when data entry for this application occurred. In the example below the date/time stamp that the LHA entered when it submitted this application is 11/11/2017 at 10:01AM. **This date should match the date/time stamp on the paper application.**

The same date/time!



Aug. 20, 2019, 12:47 p.m.	test user	LHA Employee - Braintree Housing Authority	All housing selection timestamps backdated to 11/11/2017 10:10AM
Aug. 20, 2019, 12:47 p.m.	test user	LHA Employee - Braintree Housing Authority	Submitted Application

Criteria 1c. 90% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp.

AND

2% or less of new paper applications are entered into CHAMP more than 30 calendar days after date/time stamp.

1. Review new paper applications (for ease, you can review the same applications as reviewed in 1b above).
2. Compare paper submission date/time stamp against the date the application was submitted in CHAMP.
  - a. Locate the date the application was submitted in CHAMP by finding the date of the history event that contains the text: "Submitted Application." The date listed in the date column for this history event is the date your LHA submitted this application in CHAMP. You should compare this date to the submission date/time stamp on the paper application itself.

Aug. 20, 2019, 12:47 p.m.	test user	LHA Employee - Braintree Housing Authority	All housing selection timestamps backdated to 11/11/2017 10:10AM
Aug. 20, 2019, 12:47 p.m.	test user	LHA Employee - Braintree Housing Authority	Submitted Application

3. The submission date/time stamp in CHAMP should be 15 calendar days or fewer after the paper submission date/time stamp for at least 90% of the applications you review.
4. No more than 2% of the applications you review should have a submission date/timestamp in CHAMP that is more than 30 calendar days after the paper submission date/time stamp.
5. Please note that for this criteria DHCD will be providing a report that calculates each LHA's percentages automatically. Refer to PHN 2020-38 for more information related to changes to tracking PMR progress that will be coming soon.

Criteria 2a. All vacancies during the fiscal year are recorded in DHCD's Housing Applications Vacancy system within 30 calendar days.

LHAs should review all vacancies that are recorded in their internal vacancy management system (e.g., PHAWeb, PHANet, HAB, manual, etc.). LHAs should confirm that all vacancies are recorded in DHCD's Housing Applications Vacancy System:

1. Pull "Vacancy Report – Current Status of Units Vacated Between Selected Dates" from the Vacancy Reporting System in Housing Apps.
2. Select the dates that match the fiscal year to date. The report will show units that were *vacated* between the chosen dates.
3. Review to make sure that all vacancies in your internal vacancy management system are also in the DHCD system. Match units based on facility/unit information or other columns.
4. Review the "Days to Enter" column which calculates the difference between "Vacated Date" and "Data Entry Date." The "Days to Enter" should be 30 days or less. (See Section 1 above for a graphic.)

Criteria 2b. The Housed Applicant ID and Pull List ID match between DHCD's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers.

AND

25% or less of occupied units have data entry errors.

1. LHAs should review all vacancies that have been occupied in the fiscal year in the Vacancy Reporting System in Housing Apps. LHAs can do this by pulling the "Lease Report – Current Status of Units Lease Started Between Selected Dates" or the "Lease Report" for short. This is a new report DHCD has created to help LHAs track their occupancies.

Vacancy Reporting System - Admin

Home

Manage Waiver

Unit Selection

Admin Reports

Return to Housing Apps

Lease Report – Current Status of Units Lease Started Between Selected Dates

LHA:

From Lease Start Date: 

1/1/2020

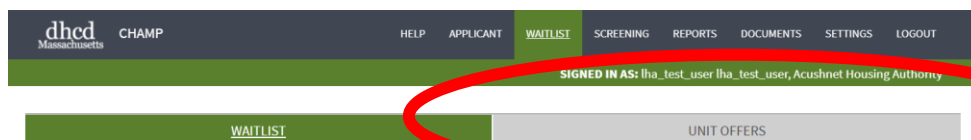
To Lease Start Date: 

11/18/2020

View Report

	Development	Facility	Unit	CPS Unit ID	Bedroom Size	General Condition	Vacated Date	Maintenance Ready Date	Lease Start Date	Pull List ID #	Applicant ID #	Priority	Preference	Data Entry Date	Days to Enter
1		9 and 10	10D	47260	1	Good	08/17/2020	09/30/2020	10/05/2020	11265029	3401610364	1	Local	08/20/2020	3

2. Once the "Lease Report" has been pulled the LHA should confirm that there is a corresponding Offer in CHAMP for each Housed Applicant listed in the report and that all Housed Applicants in CHAMP during the fiscal year have been entered into the Vacancy Reporting System.
  - a. To do this comparison, LHAs will need to assess the Unit Address Columns in the "Lease Report" and check each one of these addresses for completed offers in CHAMP. These columns are the Development, Facility, and Unit columns of the "Lease Report" and the combination of these three columns should match the Unit Address in CHAMP.
  - b. Once you have pulled the Lease Report, locate the first unit address in the report, login to CHAMP, go to the Waitlist Tab and click on "Offers"



## Waitlist

Use this page to view an existing list or pull a new list.

- c. Then click the "Browse Completed Offers" button to go to the Completed Offers page.

[BROWSE COMPLETED OFFERS HERE](#)

- d. Once on the Completed Offers page, refer to the Lease Report from the Vacancy Reporting System and begin search for each unit address to locate the Offer in CHAMP for each occupancy listed in the report. LHAs will search this table using the address search field to locate each Offer listed on the Lease Report.

[← Go Back to Active Offers Tab](#)

## Completed Offers

Use this page to view completed Offers.

[DOWNLOAD OFFER TABLE](#)

You can search this table by Applicant ID, name, list ID, or unit address below.

Show  entries

Search by

- e. As you locate each Offer that matches each occupancy in the Lease Report, you should ensure that the details of each offer for the Housed Applicant listed in the Lease Report match the details of the Offer in CHAMP. This includes Applicant IDs, List Pull IDs, Priority, Lease Start Date, and Lease Signed Date.